

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Transportation	Application Services	Danielle Hood	0 0	4 0	0 0	4 0
		Dustin Crump	0 0	13 0	1 0	14 0
		Martin Gonzalez	1 1	1 1	0 0	2 2
		Tony Larsen	0 0	3 1	0 0	3 1
		Assigned to Individual Total	1 1	21 2	1 0	23 3
	Help Desk	Brenda Treadway	0 0	2 2	0 0	2 2
		Eileen Dubach	0 0	3 3	0 0	3 3
		James Stearns	0 0	3 3	0 0	3 3
		Julie VanBeekum	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	9 9	0 0	9 9
	Metro A Help Desk	Ed Conrad	0 0	1 1	0 0	1 1

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

			High	Low	Medium	FCR Total
Transportation	Metro A Help Desk	Edward Fortner	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	2	0	2
			0	2	0	2
	Metro B Help Desk	Todd Manning	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
			0	1	0	1
	Metro C Help Desk	Diane Christensen	0	28	0	28
			0	27	0	27
		Karen Gross	0	56	0	56
			0	53	0	53
		Assigned to Individual Total	0	84	0	84
			0	80	0	80
	Metro C Hosting	Caleb Pryor	0	1	0	1
			0	0	0	0
		Rondal Fields	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Metro C West Desktop Support	Cody Flanders	0	11	0	11
			0	7	0	7
		Hal Wold	0	2	0	2
			0	0	0	0
		Jared B Jensen	0	1	0	1
			0	1	0	1
		Jeff Bench	0	17	0	17
			0	14	0	14

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

			High	Low	Medium	FCR Total
Transportation	Metro C West Desktop Support	Mike Larsen	0 0	14 8	0 0	14 8
		Shane Squire	0 0	6 2	1 0	7 2
		Shellie Ramsay	0 0	14 9	0 0	14 9
		Assigned to Individual Total	0 0	65 41	1 0	66 41
	PCHELPS Gmail	Chris Olson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Rural Central Desktop Support	Gerald Adams	0 0	1 1	0 0	1 1
		Jeremy Standifird	0 0	2 0	0 0	2 0
		Randy Graham	0 0	47 47	0 0	47 47
		Richard Packer	0 0	12 8	0 0	12 8
		Todd Hardy	0 0	3 3	1 1	4 4
		Assigned to Individual Total	0 0	65 59	1 1	66 60
	Rural North Desktop Support	Robert Stock	0 0	5 3	0 0	5 3
		Rodney Peterson	0 0	1 1	0 0	1 1

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

			High	Low	Medium	FCR Total
Transportation	Rural North Desktop Support	Assigned to Individual Total	0	6	0	6
			0	4	0	4
	Rural South Desktop Support	Doug Chaston	0	7	0	7
			0	6	0	6
		Doug Thornton	0	2	0	2
			0	2	0	2
		Joel Finlinson	0	33	0	33
			0	33	0	33
		Lance Nay	0	2	0	2
			0	2	0	2
		Lane Adams	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	45	0	45
			0	43	0	43
	Strategic Communications	Dennis Rogers	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Technical Lead/Project Manager	Martin Gonzalez	0	0	1	1
			0	0	1	1
		Assigned to Individual Total	0	0	1	1
			0	0	1	1
	Voice Operations	Gail Christiansen	0	1	0	1
			0	0	0	0
		Kelly Johnson	0	1	0	1
			0	0	0	0
		Romanza Hamblin Sorensen	0	6	1	7
			0	1	0	1

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

			High	Low	Medium	FCR Total
Transportation	Voice Operations	Assigned to Individual Total	0	8	1	9
			0	1	0	1
	Assigned Group Total		1	311	5	317
			1	242	2	245
Customer Company Total			1	311	5	317
			1	242	2	245

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Transportation	Application Services	Danielle Hood	0 0	4 0	0 0	4 0
		Dustin Crump	0 0	13 1	1 0	14 1
		Martin Gonzalez	1 0	1 0	0 0	2 0
		Tony Larsen	0 0	3 1	0 0	3 1
		Assigned to Individual Total	1 0	21 2	1 0	23 2
	Help Desk	Brenda Treadway	0 0	2 0	0 0	2 0
		Eileen Dubach	0 0	3 0	0 0	3 0
		James Stearns	0 0	3 0	0 0	3 0
		Julie VanBeekum	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	9 0	0 0	9 0
	Metro A Help Desk	Ed Conrad	0 0	1 0	0 0	1 0

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

			High	Low	Medium	MIR Total
Transportation	Metro A Help Desk	Edward Fortner	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro B Help Desk	Todd Manning	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C Help Desk	Diane Christensen	0 0	28 0	0 0	28 0
		Karen Gross	0 0	56 2	0 0	56 2
		Assigned to Individual Total	0 0	84 2	0 0	84 2
	Metro C Hosting	Caleb Pryor	0 0	1 0	0 0	1 0
		Rondal Fields	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro C West Desktop Support	Cody Flanders	0 0	11 0	0 0	11 0
		Hal Wold	0 0	2 1	0 0	2 1
		Jared B Jensen	0 0	1 0	0 0	1 0
		Jeff Bench	0 0	17 0	0 0	17 0

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

			High	Low	Medium	MIR Total
Transportation	Metro C West Desktop Support	Mike Larsen	0 0	14 0	0 0	14 0
		Shane Squire	0 0	6 1	1 0	7 1
		Shellie Ramsay	0 0	14 0	0 0	14 0
		Assigned to Individual Total	0 0	65 2	1 0	66 2
	PCHELPS Gmail	Chris Olson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Rural Central Desktop Support	Gerald Adams	0 0	1 0	0 0	1 0
		Jeremy Standifird	0 0	2 0	0 0	2 0
		Randy Graham	0 0	47 0	0 0	47 0
		Richard Packer	0 0	12 0	0 0	12 0
		Todd Hardy	0 0	3 0	1 1	4 1
		Assigned to Individual Total	0 0	65 0	1 1	66 1
	Rural North Desktop Support	Robert Stock	0 0	5 0	0 0	5 0
		Rodney Peterson	0 0	1 0	0 0	1 0

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

			High	Low	Medium	MIR Total
Transportation	Rural North Desktop Support	Assigned to Individual Total	0 0	6 0	0 0	6 0
	Rural South Desktop Support	Doug Chaston	0 0	7 0	0 0	7 0
		Doug Thornton	0 0	2 0	0 0	2 0
		Joel Finlinson	0 0	33 0	0 0	33 0
		Lance Nay	0 0	2 0	0 0	2 0
		Lane Adams	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	45 0	0 0	45 0
	Strategic Communications	Dennis Rogers	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Technical Lead/Project Manager	Martin Gonzalez	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Voice Operations	Gail Christiansen	0 0	1 0	0 0	1 0
		Kelly Johnson	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	6 0	1 0	7 0

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

			High	Low	Medium	MIR Total
Transportation	Voice Operations	Assigned to Individual Total	0 0	8 0	1 0	9 0
	Assigned Group Total		1 0	311 6	5 1	317 7
Customer Company Total			1 0	311 6	5 1	317 7

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Transportation	Application Services	Danielle Hood	0 0.00	4 0.34	0 0.00	4 0.34
		Dustin Crump	0 0.00	13 0.44	1 0.24	14 0.43
		Martin Gonzalez	1 0.00	1 0.00	0 0.00	2 0.00
		Tony Larsen	0 0.00	3 1.59	0 0.00	3 1.59
		Assigned to Individual Total	1 0.00	21 0.57	1 0.24	23 0.53
	Help Desk	Brenda Treadway	0 0.00	2 0.05	0 0.00	2 0.05
		Eileen Dubach	0 0.00	3 0.08	0 0.00	3 0.08
		James Stearns	0 0.00	3 0.07	0 0.00	3 0.07
		Julie VanBeekum	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	9 0.06	0 0.00	9 0.06
	Metro A Help Desk	Ed Conrad	0 0.00	1 0.00	0 0.00	1 0.00

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

			High	Low	Medium	ATTIR Total
Transportation	Metro A Help Desk	Edward Fortner	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Metro B Help Desk	Todd Manning	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro C Help Desk	Diane Christensen	0 0.00	28 0.00	0 0.00	28 0.00
		Karen Gross	0 0.00	56 0.10	0 0.00	56 0.10
		Assigned to Individual Total	0 0.00	84 0.07	0 0.00	84 0.07
	Metro C Hosting	Caleb Pryor	0 0.00	1 0.00	0 0.00	1 0.00
		Rondal Fields	0 0.00	1 0.44	0 0.00	1 0.44
		Assigned to Individual Total	0 0.00	2 0.22	0 0.00	2 0.22
	Metro C West Desktop Support	Cody Flanders	0 0.00	11 0.04	0 0.00	11 0.04
		Hal Wold	0 0.00	2 0.60	0 0.00	2 0.60
		Jared B Jensen	0 0.00	1 0.00	0 0.00	1 0.00
		Jeff Bench	0 0.00	17 0.00	0 0.00	17 0.00

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

			High	Low	Medium	ATTIR Total
Transportation	Metro C West Desktop Support	Mike Larsen	0 0.00	14 0.10	0 0.00	14 0.10
		Shane Squire	0 0.00	6 0.32	1 0.09	7 0.29
		Shellie Ramsay	0 0.00	14 0.16	0 0.00	14 0.16
		Assigned to Individual Total	0 0.00	65 0.11	1 0.09	66 0.11
	PCHELPS Gmail	Chris Olson	0 0.00	1 0.95	0 0.00	1 0.95
		Assigned to Individual Total	0 0.00	1 0.95	0 0.00	1 0.95
	Rural Central Desktop Support	Gerald Adams	0 0.00	1 0.00	0 0.00	1 0.00
		Jeremy Standifird	0 0.00	2 0.00	0 0.00	2 0.00
		Randy Graham	0 0.00	47 0.00	0 0.00	47 0.00
		Richard Packer	0 0.00	12 0.01	0 0.00	12 0.01
		Todd Hardy	0 0.00	3 0.03	1 1.80	4 0.47
		Assigned to Individual Total	0 0.00	65 0.00	1 1.80	66 0.03
	Rural North Desktop Support	Robert Stock	0 0.00	5 0.00	0 0.00	5 0.00
		Rodney Peterson	0 0.00	1 0.00	0 0.00	1 0.00

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

			High	Low	Medium	ATTIR Total
Transportation	Rural North Desktop Support	Assigned to Individual Total	0 0.00	6 0.00	0 0.00	6 0.00
	Rural South Desktop Support	Doug Chaston	0 0.00	7 0.03	0 0.00	7 0.03
		Doug Thornton	0 0.00	2 0.00	0 0.00	2 0.00
		Joel Finlinson	0 0.00	33 0.00	0 0.00	33 0.00
		Lance Nay	0 0.00	2 0.00	0 0.00	2 0.00
		Lane Adams	0 0.00	1 0.20	0 0.00	1 0.20
		Assigned to Individual Total	0 0.00	45 0.01	0 0.00	45 0.01
	Strategic Communications	Dennis Rogers	0 0.00	2 0.43	0 0.00	2 0.43
		Assigned to Individual Total	0 0.00	2 0.43	0 0.00	2 0.43
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	1 0.00
	Voice Operations	Gail Christiansen	0 0.00	1 0.10	0 0.00	1 0.10
		Kelly Johnson	0 0.00	1 0.20	0 0.00	1 0.20
		Romanza Hamblin Sorensen	0 0.00	6 0.18	1 0.15	7 0.18

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

			High	Low	Medium	ATTIR Total
Transportation	Voice Operations	Assigned to Individual Total	0 0.00	8 0.17	1 0.15	9 0.17
	Assigned Group Total		1 0.00	311 0.09	5 0.46	317 0.10
Customer Company Total			1 0.00	311 0.09	5 0.46	317 0.10

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Transportation	Application Services	Danielle Hood	0 0	4 1	0 0	4 1
		Dustin Crump	0 0	13 0	1 0	14 0
		Martin Gonzalez	1 1	1 1	0 0	2 2
		Tony Larsen	0 0	3 0	0 0	3 0
		Assigned to Individual Total	1 1	21 2	1 0	23 3
	Help Desk	Brenda Treadway	0 0	2 0	0 0	2 0
		Eileen Dubach	0 0	3 0	0 0	3 0
		James Stearns	0 0	3 0	0 0	3 0
		Julie VanBeekum	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	9 0	0 0	9 0
	Metro A Help Desk	Ed Conrad	0 0	1 0	0 0	1 0

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

			High	Low	Medium	MR Total
Transportation	Metro A Help Desk	Edward Fortner	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro B Help Desk	Todd Manning	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C Help Desk	Diane Christensen	0 0	28 1	0 0	28 1
		Karen Gross	0 0	56 0	0 0	56 0
		Assigned to Individual Total	0 0	84 1	0 0	84 1
	Metro C Hosting	Caleb Pryor	0 0	1 1	0 0	1 1
		Rondal Fields	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Metro C West Desktop Support	Cody Flanders	0 0	11 0	0 0	11 0
		Hal Wold	0 0	2 2	0 0	2 2
		Jared B Jensen	0 0	1 0	0 0	1 0
		Jeff Bench	0 0	17 2	0 0	17 2

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

			High	Low	Medium	MR Total
Transportation	Metro C West Desktop Support	Mike Larsen	0 0	14 0	0 0	14 0
		Shane Squire	0 0	6 0	1 0	7 0
		Shellie Ramsay	0 0	14 0	0 0	14 0
		Assigned to Individual Total	0 0	65 4	1 0	66 4
	PCHELPS Gmail	Chris Olson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Rural Central Desktop Support	Gerald Adams	0 0	1 0	0 0	1 0
		Jeremy Standifird	0 0	2 1	0 0	2 1
		Randy Graham	0 0	47 0	0 0	47 0
		Richard Packer	0 0	12 0	0 0	12 0
		Todd Hardy	0 0	3 1	1 0	4 1
		Assigned to Individual Total	0 0	65 2	1 0	66 2
	Rural North Desktop Support	Robert Stock	0 0	5 0	0 0	5 0
		Rodney Peterson	0 0	1 0	0 0	1 0

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

			High	Low	Medium	MR Total
Transportation	Rural North Desktop Support	Assigned to Individual Total	0	6	0	6
			0	0	0	0
	Rural South Desktop Support	Doug Chaston	0	7	0	7
			0	0	0	0
		Doug Thornton	0	2	0	2
			0	0	0	0
		Joel Finlinson	0	33	0	33
			0	0	0	0
		Lance Nay	0	2	0	2
			0	0	0	0
		Lane Adams	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	45	0	45
			0	0	0	0
	Strategic Communications	Dennis Rogers	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Technical Lead/Project Manager	Martin Gonzalez	0	0	1	1
			0	0	1	1
		Assigned to Individual Total	0	0	1	1
			0	0	1	1
	Voice Operations	Gail Christiansen	0	1	0	1
			0	0	0	0
		Kelly Johnson	0	1	0	1
			0	0	0	0
		Romanza Hamblin Sorensen	0	6	1	7
			0	0	0	0

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

			High	Low	Medium	MR Total
Transportation	Voice Operations	Assigned to Individual Total	0 0	8 0	1 0	9 0
	Assigned Group Total		1 1	311 10	5 1	317 12
Customer Company Total			1 1	311 10	5 1	317 12

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Transportation	Application Services	Danielle Hood	0 0.00	4 3.80	0 0.00	4 3.80
		Dustin Crump	0 0.00	13 2.01	1 0.92	14 1.93
		Martin Gonzalez	1 6.93	1 14.04	0 0.00	2 10.49
		Tony Larsen	0 0.00	3 2.01	0 0.00	3 2.01
		Assigned to Individual Total	1 6.93	21 2.92	1 0.92	23 3.01
	Help Desk	Brenda Treadway	0 0.00	2 0.05	0 0.00	2 0.05
		Eileen Dubach	0 0.00	3 0.15	0 0.00	3 0.15
		James Stearns	0 0.00	3 0.07	0 0.00	3 0.07
		Julie VanBeekum	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	9 0.08	0 0.00	9 0.08
	Metro A Help Desk	Ed Conrad	0 0.00	1 0.00	0 0.00	1 0.00

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

			High	Low	Medium	ATTR Total
Transportation	Metro A Help Desk	Edward Fortner	0 0.00	1 0.47	0 0.00	1 0.47
		Assigned to Individual Total	0 0.00	2 0.23	0 0.00	2 0.23
	Metro B Help Desk	Todd Manning	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro C Help Desk	Diane Christensen	0 0.00	28 0.36	0 0.00	28 0.36
		Karen Gross	0 0.00	56 0.11	0 0.00	56 0.11
		Assigned to Individual Total	0 0.00	84 0.19	0 0.00	84 0.19
	Metro C Hosting	Caleb Pryor	0 0.00	1 20.15	0 0.00	1 20.15
		Rondal Fields	0 0.00	1 0.44	0 0.00	1 0.44
		Assigned to Individual Total	0 0.00	2 10.30	0 0.00	2 10.30
	Metro C West Desktop Support	Cody Flanders	0 0.00	11 0.41	0 0.00	11 0.41
		Hal Wold	0 0.00	2 8.17	0 0.00	2 8.17
		Jared B Jensen	0 0.00	1 0.29	0 0.00	1 0.29
		Jeff Bench	0 0.00	17 3.37	0 0.00	17 3.37

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

			High	Low	Medium	ATTR Total
Transportation	Metro C West Desktop Support	Mike Larsen	0 0.00	14 0.94	0 0.00	14 0.94
		Shane Squire	0 0.00	6 0.92	1 1.00	7 0.93
		Shellie Ramsay	0 0.00	14 0.84	0 0.00	14 0.84
		Assigned to Individual Total	0 0.00	65 1.68	1 1.00	66 1.67
	PCHELPS Gmail	Chris Olson	0 0.00	1 0.95	0 0.00	1 0.95
		Assigned to Individual Total	0 0.00	1 0.95	0 0.00	1 0.95
	Rural Central Desktop Support	Gerald Adams	0 0.00	1 1.14	0 0.00	1 1.14
		Jeremy Standifird	0 0.00	2 6.23	0 0.00	2 6.23
		Randy Graham	0 0.00	47 0.00	0 0.00	47 0.00
		Richard Packer	0 0.00	12 0.14	0 0.00	12 0.14
		Todd Hardy	0 0.00	3 2.95	1 1.80	4 2.66
		Assigned to Individual Total	0 0.00	65 0.39	1 1.80	66 0.41
	Rural North Desktop Support	Robert Stock	0 0.00	5 2.82	0 0.00	5 2.82
		Rodney Peterson	0 0.00	1 0.00	0 0.00	1 0.00

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

			High	Low	Medium	ATTR Total
Transportation	Rural North Desktop Support	Assigned to Individual Total	0 0.00	6 2.35	0 0.00	6 2.35
	Rural South Desktop Support	Doug Chaston	0 0.00	7 0.03	0 0.00	7 0.03
		Doug Thornton	0 0.00	2 0.00	0 0.00	2 0.00
		Joel Finlinson	0 0.00	33 0.00	0 0.00	33 0.00
		Lance Nay	0 0.00	2 0.00	0 0.00	2 0.00
		Lane Adams	0 0.00	1 0.20	0 0.00	1 0.20
		Assigned to Individual Total	0 0.00	45 0.01	0 0.00	45 0.01
	Strategic Communications	Dennis Rogers	0 0.00	2 3.06	0 0.00	2 3.06
		Assigned to Individual Total	0 0.00	2 3.06	0 0.00	2 3.06
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	0 0.00	1 80.76	1 80.76
		Assigned to Individual Total	0 0.00	0 0.00	1 80.76	1 80.76
	Voice Operations	Gail Christiansen	0 0.00	1 0.10	0 0.00	1 0.10
		Kelly Johnson	0 0.00	1 0.35	0 0.00	1 0.35
		Romanza Hamblin Sorensen	0 0.00	6 0.38	1 0.15	7 0.35

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

			High	Low	Medium	ATTR Total
Transportation	Voice Operations	Assigned to Individual Total	0 0.00	8 0.34	1 0.15	9 0.32
	Assigned Group Total		1 6.93	311 0.84	5 16.93	317 1.12
Customer Company Total			1 6.93	311 0.84	5 16.93	317 1.12

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

Detail

INC000000557814	Julie Lewis	Application	None	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	Transportation	Medium	Resolved	TTR Missed: Yes	80.76
INC000000562737	Michael Stuart	Application	Password	Utah Master Directory		TIR Missed: No	0.20
	Rural South Desktop Support	Lane Adams	Transportation	Low	Closed	TTR Missed: No	0.20
INC000000564646	Rux Rowland	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Application Services	Tony Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000571291	Gena Nielson	Application	Error	None		TIR Missed: No	0.03
	Rural Central Desktop Support	Todd Hardy	Transportation	Low	Closed	TTR Missed: No	0.03
INC000000571627	Becky Mackelprang	None	None	None		TIR Missed: No	0.00
	Metro C Hosting	Caleb Pryor	Transportation	Low	Closed	TTR Missed: Yes	20.15
INC000000572099	Muriel Xochimitl	Mobile Devices	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000572100	Jeffery A Wood	Mobile Devices	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000572307	Jeffery Saddler	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	1.41
INC000000572414	Toni Butterfield	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000572448	Kimberly Krein	Telecom	Voice Mail	Telephone		TIR Missed: No	0.15
	Voice Operations	Romanza Hamblin Sorensen	Transportation	Medium	Closed	TTR Missed: No	0.15
INC000000572472	Linda Stewart	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000572474	Kathy Ryan	Application	Error	Adobe Acrobat		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000572526	Ken Ballantyne	Application	Error	Project Development Business S		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000572543	Steve Kunzler	Application	Error	Google Chrome		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000572603	Nathan Lee	Application	None	Novell GroupWise		TIR Missed: Yes	3.90
	Application Services	Tony Larsen	Transportation	Low	Closed	TTR Missed: No	4.74
INC000000572637	LaDonna Haslem	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

INC000000572770	Leslie M Peterson Metro C Help Desk	Application Diane Christensen	None Transportation	Novell GroupWise 32-bit Window Low Closed	TIR Missed: No TTR Missed: No	0.00 2.17
INC000000572816	Tawnya Lang Metro C Help Desk	Application Karen Gross	None Transportation	Novell GroupWise Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000572925	David Fadling Metro C Hosting	Server Rondal Fields	Error Transportation	None Low Closed	TIR Missed: No TTR Missed: No	0.44 0.44
INC000000572965	Liyan Ren Metro C Help Desk	Application Karen Gross	None Transportation	Novell GroupWise Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000572995	Michael K Jones Help Desk	Application James Stearns	Password Transportation	Utah Master Directory Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000573016	Dale Debenham Metro C West Desktop Support	None Mike Larsen	None Transportation	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000573118	Susan Parker Metro C Help Desk	Application Karen Gross	Error Transportation	Microsoft Office Professional 20 Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000573124	Wes Starkenburg Metro C Help Desk	Application Karen Gross	None Transportation	Microsoft Word Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000573126	Pam Higgins Application Services	Application Martin Gonzalez	Error Transportation	Novell GroupWise Low Resolved	TIR Missed: No TTR Missed: Yes	0.00 14.04
INC000000573268	Roger Stephenson Metro C Help Desk	Application Karen Gross	Error Transportation	Project Development Business S Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000573326	Austin Tripp Rural Central Desktop Support	Application Randy Graham	Password Transportation	ProjectWise Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000573332	Pat Lowe Rural Central Desktop Support	PC/Laptop Randy Graham	Hardware Transportation	Microsoft Windows 7 Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000573334	Craig DeRose Rural Central Desktop Support	PC/Laptop Randy Graham	Password Transportation	PGP Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000573341	Griffin Harris Rural Central Desktop Support	PC/Laptop Randy Graham	Hardware Transportation	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000573348	Kimberly Krein Rural Central Desktop Support	PC/Laptop Randy Graham	Hardware Transportation	Microsoft Windows 7 Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000573441	Laura Haney Metro C Help Desk	None Diane Christensen	None Transportation	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000573467	Bryan Lee Metro C Help Desk	None Diane Christensen	None Transportation	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

INC000000573558	Linda Barrow	PC/Laptop	Hardware	None		TIR Missed: No	0.30
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	1.71
INC000000573608	Stan Adams	PC/Laptop	Hardware	None		TIR Missed: No	0.09
	Metro C West Desktop Support	Shane Squire	Transportation	Medium	Closed	TTR Missed: No	1.00
INC000000573618	Richard Allen	Application	Error	ProjectWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000573622	Richard Crosland	Application	Error	ProjectWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000573636	Norma Daniels	PC/Laptop	Error	Internet Explorer		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000573653	Bruce Utey	Application	Error	Project Development Business S		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000573676	Jayson Cluff	Network	Password	IManager		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000573682	Doug Malone	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000573685	Sam Burt	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000573722	Kelly Andrew	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000574157	Tam Southwick	Application	None	Adobe Acrobat		TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000574193	Leslie M Peterson	Telecom	Voice Mail	Telephone		TIR Missed: No	0.20
	Voice Operations	Kelly Johnson	Transportation	Low	Closed	TTR Missed: No	0.35
INC000000574240	Kerry Savage	Application	Error	ProjectWise		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000574244	Deborah Pilling	Telecom	Conference	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000574348	Blake Gillies	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000574402	Brandon Klenk	Application	None	Microsoft Access 2003		TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000574404	Amber Mortensen	Network	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

INC000000574549	Tim Walden	Network	Password	IManager		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000574615	Wade Laycock	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000574779	Wade Laycock	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000574969	Stuart Hoff	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000574970	Gary Lepic	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000574971	Anita Grover	Application	Reporting	Active Directory		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000574973	Doug Bassett	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000574975	Jim Golden	Network	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000574976	Gary Lepic	Network	Password	Active Directory		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000574977	Bill Townsend	Application	Error	ProjectWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000574978	Jared Jeffs	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000574979	Stuart Hoff	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000574980	Jared Jeffs	Network	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000575237	Susan Jensen	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000575276	Kimberly Krein	Telecom	None	Telephone		TIR Missed: No	0.42
	Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Closed	TTR Missed: No	0.62
INC000000575333	Jim Phillips	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000575336	Ronald Hopkins	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

INC000000575438	Sherri Keating Metro C Help Desk	Network Karen Gross	Password Transportation	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000575442	Nick Romero Application Services	Application Danielle Hood	Error Transportation	Novell GroupWise Low	TIR Missed: No TTR Missed: Yes	0.91 6.22
INC000000575605	Ivan Hartle Metro C West Desktop Support	None Cody Flanders	None Transportation	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000575684	Gena Nielson Metro C Help Desk	None Diane Christensen	None Transportation	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000575685	Lane Murphy Metro C Help Desk	None Diane Christensen	None Transportation	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000575758	Fara Williams Metro C West Desktop Support	Application Cody Flanders	None Transportation	Microsoft Windows 7 Low	TIR Missed: No TTR Missed: No	0.07 0.55
INC000000575774	Jessee Hill Metro C Help Desk	None Diane Christensen	None Transportation	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000575875	Rudy Alder Metro C Help Desk	Application Karen Gross	None Transportation	UDOT's Web Site Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000576031	Gary A Gibbs Rural Central Desktop Support	Network Randy Graham	Password Transportation	Novell eDirectory Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000576093	Chris Siavrakas Metro C West Desktop Support	PC/Laptop Shellie Ramsay	Hardware Transportation	None Low	TIR Missed: No TTR Missed: No	0.00 2.40
INC000000576197	Robert Woolsey Rural Central Desktop Support	PC/Laptop Gerald Adams	Password Transportation	Utah Highway Patrol Mobile App Low	TIR Missed: No TTR Missed: No	0.00 1.14
INC000000576198	Angelo Papastamos Application Services	None Dustin Crump	None Transportation	None Low	TIR Missed: No TTR Missed: No	0.07 0.60
INC000000576210	Devin Routson Voice Operations	Telecom Romanza Hamblin Sorensen	None Transportation	Telephone Low	TIR Missed: No TTR Missed: No	0.15 0.28
INC000000576361	Todd Walker Rural North Desktop Support	Server Robert Stock	Hardware Transportation	None Low	TIR Missed: No TTR Missed: No	0.00 2.18
INC000000576428	Mason Palmer Metro C Help Desk	None Diane Christensen	None Transportation	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000576587	Jerry White Metro C Help Desk	None Diane Christensen	None Transportation	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000576625	Jami Gentry Rural South Desktop Support	Telecom Joel Finlinson	Conference Transportation	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

INC000000576681	Devin Routson	Telecom	CrossTalk/Noise/Static	None		TIR Missed: No	0.00
	Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000576793	Nicole Rees	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000576871	Raeleen Sanchez	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Transportation	High	Closed	TTR Missed: Yes	6.93
INC000000576889	Dana Meier	Application	Error	IManager		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000576946	Layne Brown	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000577111	Todd Walker	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000577122	Homa Shabestari	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000577134	Homa Shabestari	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000577190	Robert Pelly	Application	Error	Adobe Acrobat		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000577295	Anthony Earley	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	2.99
INC000000577299	Nacey Wilson	Application	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	3.00
INC000000577304	Nacey Wilson	Application	Error	Mozilla Firefox		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	2.97
INC000000577309	Nacey Wilson	Application	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	2.97
INC000000577814	Ken Berg	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000577882	Susan Petty	Application	Password	Kofax ImageControls		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000577885	Zachary Boyle	Application	None	Active Directory		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000577966	Kelly Andrew	Telecom	None	None		TIR Missed: No	0.35
	Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed: No	0.49

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

INC000000578018	Nathan Lee	PC/Laptop	Performance	Microsoft Windows 7	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	0.00
INC000000578077	Lisa Wilson	Application	None	Novell GroupWise	TIR Missed: No	0.87
	Application Services	Tony Larsen	Transportation	Low Closed	TTR Missed: No	1.28
INC000000578090	Aaron Watson	Telecom	Voice Mail	Telephone	TIR Missed: No	0.04
	Voice Operations	Romanza Hamblin Sorensen	Transportation	Low Closed	TTR Missed: No	0.49
INC000000578119	Michael L Christensen	Network	Password	Project Development Business S	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	0.00
INC000000578209	Norma Daniels	PC/Laptop	Password	Novell GroupWise 32-bit Windo	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	0.00
INC000000578282	Terri Taylor	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low Closed	TTR Missed: No	0.00
INC000000578355	Eric Lyon	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low Closed	TTR Missed: No	0.00
INC000000578362	Becky Bradshaw	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low Closed	TTR Missed: No	0.05
INC000000578370	Kimberly O'Reilly	Application	None	Microsoft Windows 7	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low Closed	TTR Missed: No	0.00
INC000000578413	Carlos Braceras	Mobile Devices	Error	iPhone	TIR Missed: No	0.24
	Application Services	Dustin Crump	Transportation	Medium Closed	TTR Missed: No	0.92
INC000000578436	Jeffery Saddler	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.66
	Metro C West Desktop Support	Mike Larsen	Transportation	Low Closed	TTR Missed: No	0.67
INC000000578440	Brent Beach	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Resolved	TTR Missed: No	
INC000000578584	Darren Keetch	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low Closed	TTR Missed: No	0.29
INC000000578588	Ashlee Parrish	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low Closed	TTR Missed: No	0.26
INC000000578589	Craig Conway	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low Closed	TTR Missed: No	0.26
INC000000578595	Rick Debban	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low Closed	TTR Missed: No	0.23
INC000000579037	Debra Boulton	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low Resolved	TTR Missed: No	0.08

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

INC000000579058	Bob Westover	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000579120	Lonnie Marchant	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	5.89
INC000000579140	Adam Anderson	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000579170	Michael Cuthbert	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	5.41
INC000000579220	Anne Ogden	Network	Incident	IManager		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000579232	Peter Bigelow	Application	None	Active Directory		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000579245	Damaris Kjar	Application	None	Active Directory		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000579313	Gilbert Arredondo	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	3.88
INC000000579316	Gilbert Arredondo	Mobile Devices	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	3.88
INC000000579320	Lori Porter	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	3.88
INC000000579379	Brett Anderson	Application	Error	OpenOffice.org		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000579418	Jeff Ericson	Application	None	Microsoft Windows 7		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000579575	Brandon Weston	Application	None	Adobe Acrobat		TIR Missed: No	0.07
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Resolved	TTR Missed: No	1.09
INC000000579623	Marci Brunson	Application	Error	Finance Data Warehouse		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000579646	Pamela Moyer	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000579847	John Singleton	Network	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000579851	Robert Brown	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

INC000000579879	Marva Braun	Application	Password	Utah Master Directory	TIR Missed: No	0.15
Help Desk	Eileen Dubach	Transportation	Low	Resolved	TTR Missed: No	0.15
INC000000579892	David Adamson	PC/Laptop	Password	Microsoft Windows 7	TIR Missed: No	0.02
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.25
INC000000579972	Richard Oliver	Print/Copy/Scan/Fax	Error Code	Microsoft Windows XP Professio	TIR Missed: No	0.05
Rural Central Desktop Support	Todd Hardy	Transportation	Low	Resolved	TTR Missed: Yes	6.09
INC000000580014	Devin Routson	Telecom	Dial Tone	Telephone	TIR Missed: No	0.00
Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Resolved	TTR Missed: No	0.42
INC000000580060	Zeke Gonzalez	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000580119	Pat Morley	Telecom	Voice Mail	Telephone	TIR Missed: No	0.47
Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Resolved	TTR Missed: No	0.47
INC000000580235	Clinton McCleery	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000580246	Lyle Judd	None	None	None	TIR Missed: No	0.00
Rural South Desktop Support	Doug Thornton	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000580249	Tracy Kirkham	None	None	None	TIR Missed: No	0.00
Rural South Desktop Support	Doug Thornton	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000580268	Pat McGann	Mobile Devices	Error	None	TIR Missed: No	0.53
Application Services	Dustin Crump	Transportation	Low	Resolved	TTR Missed: No	1.54
INC000000580300	Dian McGuire	Application	Error	Novell GroupWise	TIR Missed: No	0.47
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.53
INC000000580327	Phillip Peterson	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	2.40
INC000000580329	Jason Henley	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000580343	Tammy Pugmire	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.79
Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No	2.09
INC000000580358	Mike Timothy	Application	None	Novell Messenger	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000580377	Beverly Turner	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000580382	Cheri Guertler	None	None	None	TIR Missed: No	0.67
Strategic Communications	Dennis Rogers	Transportation	Low	Resolved	TTR Missed: No	3.56

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

INC000000580447	Paul West	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000580449	Jerry Chaney	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000580452	Dale Debenham	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000580453	Elisa Albury	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000580627	Cherissa Wood	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000580641	Leslie M Peterson	Application	None	Acrobat Reader		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000580675	Larry Ivie	Application	None	Google Chrome		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000580821	Ritchie Taylor	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	2.75
INC000000580952	Terry Butcher	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	1.85
INC000000580960	Clinton McCleery	Application	None	None		TIR Missed: No	0.25
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Resolved	TTR Missed: No	1.51
INC000000581076	Lori Dabling	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	0.08
INC000000581090	Kendall Draney	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000581116	Chad Allinson	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Transportation	Low	Resolved	TTR Missed: Yes	6.61
INC000000581117	Vicki Hanshew	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000581134	Lori Dabling	Application	None	None		TIR Missed: Yes	4.09
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	4.09
INC000000581150	Anita Grover	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000581159	Becky Mackelprang	Application	Error	None		TIR Missed: Yes	1.80
	Rural Central Desktop Support	Todd Hardy	Transportation	Medium	Resolved	TTR Missed: No	1.80

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

INC000000581289	Amanda Holm Metro C Help Desk	Network Karen Gross	Password Transportation	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000581291	Aubrey Hauser Metro C West Desktop Support	Application Shellie Ramsay	Error Transportation	Motor Carrier System Low	TIR Missed: No Resolved TTR Missed: No	0.49 1.97
INC000000581593	Kathy Starks Metro C Help Desk	Application Karen Gross	None Transportation	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000581597	Elizabeth Giraud Metro C Help Desk	Application Karen Gross	None Transportation	Microsoft Windows 7 Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000581605	Tawnya Lang Metro C Help Desk	PC/Laptop Karen Gross	Performance Transportation	Microsoft Windows XP Professio Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000581634	Chris Potter Metro C Help Desk	Application Karen Gross	None Transportation	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000581670	Kathy Starks Metro C Help Desk	Application Karen Gross	None Transportation	Microsoft Office Professional 20 Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000581727	Jim Phillips Metro C Help Desk	PC/Laptop Karen Gross	Performance Transportation	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000581730	Gregg Evans Metro C Help Desk	None Diane Christensen	None Transportation	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000581784	Kimberly Krein Rural Central Desktop Support	Network Randy Graham	Incident Transportation	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000581792	Steve Bonner Rural Central Desktop Support	Application Randy Graham	Error Transportation	Microsoft Office 2003 Professio Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000581793	Lynn Worwood Rural Central Desktop Support	PC/Laptop Randy Graham	Hardware Transportation	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000581800	Stacy Frandsen Metro C West Desktop Support	None Mike Larsen	None Transportation	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 5.10
INC000000581967	Carlos Braceras Application Services	Mobile Devices Dustin Crump	Error Transportation	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	0.42 4.19
INC000000581976	Anita Grover Rural Central Desktop Support	Print/Copy/Scan/Fax Richard Packer	Error Code Transportation	None Low	TIR Missed: No Resolved TTR Missed: No	0.12 0.97
INC000000582035	Brian Atkinson Metro A Help Desk	None Edward Fortner	None Transportation	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.47
INC000000582038	Jill Baxter Voice Operations	Telecom Gail Christiansen	Call Management Transportation	Telephone Low	TIR Missed: No Resolved TTR Missed: No	0.10 0.10

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

INC000000582096	Stacy Frandsen	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000582097	Andrea Gonzales	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000582118	Troy Torgersen	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.23
	Application Services	Dustin Crump	Transportation	Low	Resolved	TTR Missed: No	0.27
INC000000582139	Jerry Chaney	Print/Copy/Scan/Fax	Incident	Microsoft Windows 7		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000582305	Blake Gillies	Application	Password	PGP		TIR Missed: No	0.22
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.22
INC000000582331	George Priskos	Application	Password	PGP		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000582343	Robert Hull	None	None	None		TIR Missed: No	0.12
	Application Services	Dustin Crump	Transportation	Low	Resolved	TTR Missed: No	1.69
INC000000582355	Patrick Cowley	Mobile Devices	Error	iPhone		TIR Missed: No	0.18
	Application Services	Dustin Crump	Transportation	Low	Resolved	TTR Missed: No	2.54
INC000000582387	Shane Marshall	Mobile Devices	None	Novell GroupWise		TIR Missed: Yes	1.10
	Application Services	Dustin Crump	Transportation	Low	Resolved	TTR Missed: No	2.58
INC000000582398	Blake Gillies	Application	Password	PGP		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000582427	Randy D Smith	Application	None	ArcGIS Server Applications		TIR Missed: Yes	1.15
	Metro C West Desktop Support	Hal Wold	Transportation	Low	Resolved	TTR Missed: Yes	8.22
INC000000582428	Daniel Avila	Mobile Devices	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	
INC000000582429	Heather Barthold	Mobile Devices	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	
INC000000582435	Jim Higbee	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000582457	Mote Siufanua	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	
INC000000582473	Henry Johnston	Network	Performance	Active Directory		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000582478	Darren Vincent	Mobile Devices	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

INC000000582487	Ken Berg	Application	Reporting	Gmail		TIR Missed: No	0.95
	PCHELPS Gmail	Chris Olson	Transportation	Low	Resolved	TTR Missed: No	0.95
INC000000582519	Mike Miles	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000582537	Rob Clayton	Mobile Devices	Error	iPhone		TIR Missed: No	0.90
	Application Services	Dustin Crump	Transportation	Low	Resolved	TTR Missed: No	5.53
INC000000582544	Moné Wardle	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000582547	Rod McDaniels	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000582573	Barry Sawsak	Application	Error	Java Platform SE		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	
INC000000582598	Scott A Hayes	Telecom	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: Yes	6.40
INC000000582633	Scott Niemeyer	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	3.94
INC000000582689	Brent Beach	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000582722	Chad Allinson	Application	Password	Utah Master Directory		TIR Missed: No	0.08
	Help Desk	Eileen Dubach	Transportation	Low	Resolved	TTR Missed: No	0.08
INC000000582727	Susan Jensen	Application	Error	Project Development Business S		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000582732	Shayla Marquardson	Application	Error	Finance Data Warehouse		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000582805	Mote Siufanua	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000582807	Rux Rowland	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000582809	Josh Glazier	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000582829	Rebecca Nix	Application	None	Java Platform SE		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000582856	Debra Duggins	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	0.00

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

INC000000582868	Adan Carrillo	Wireless Connectivity	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	2.10
INC000000582871	Darrell Roberts	Wireless Connectivity	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	2.08
INC000000582918	Bin Shi	Application	None	Project Development Business S		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000582919	Rod McDaniels	Application	None	Novell GroupWise 32-bit Windo		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: Yes	6.09
INC000000582920	Kathy Starks	Application	None	Acrobat Reader		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000582926	Kathy Starks	Application	Error	Microsoft Windows 7		TIR Missed: No	0.08
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No	0.98
INC000000582952	Ryan Orton	Mobile Devices	Error	IManager		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000583039	Ron Parks	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000583101	Rebecca Parker	Mobile Devices	Error	Novell GroupWise		TIR Missed: No	0.13
	Application Services	Danielle Hood	Transportation	Low	Resolved	TTR Missed: No	3.87
INC000000583164	Amy Rico	Mobile Devices	Error	Novell GroupWise		TIR Missed: No	0.03
	Application Services	Danielle Hood	Transportation	Low	Resolved	TTR Missed: No	0.61
INC000000583166	William Butterfield	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000583199	Steven Quinn	Mobile Devices	Error	Novell GroupWise		TIR Missed: No	0.31
	Application Services	Danielle Hood	Transportation	Low	Resolved	TTR Missed: No	4.49
INC000000583223	Kendall Draney	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000583238	Mumtaz Mullahkhel	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000583257	Richard Shelley	Application	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000583260	Sharon Twitchell	Mobile Devices	Error	Novell GroupWise		TIR Missed: No	0.95
	Application Services	Dustin Crump	Transportation	Low	Resolved	TTR Missed: No	1.73
INC000000583306	Barbara Adams	Application	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No	0.00

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

INC000000583360	Chad Allinson	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Transportation	Low	Resolved	TTR Missed: No	5.85
INC000000583373	Christina Davis	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000583426	Michael D Rudd	Application	Password	Utah Master Directory		TIR Missed: No	0.10
	Help Desk	Brenda Treadway	Transportation	Low	Resolved	TTR Missed: No	0.10
INC000000583475	Willie Dinkins	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000583578	Bill Lovelace	Application	None	electronic Project Management		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000583579	Chad Allinson	Application	Reporting	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000583586	Weston Wilde	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	2.54
INC000000583588	Erick Shosted	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000583590	Scott A Hayes	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	2.51
INC000000583593	Sam Burt	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000583597	Wendy Kemp	Application	None	Adobe Acrobat		TIR Missed: No	0.62
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No	0.79
INC000000583638	James Oneil Winn	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000583666	Amanda Holm	Application	None	Adobe Flash		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000583696	David R Gill	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000583704	Tumau Lauulu	Application	None	Adobe Flash		TIR Missed: No	0.02
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: No	0.84
INC000000583707	Mote Siufanua	Network	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000583715	Andy Anderson	Mobile Devices	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

INC000000583737	Shane Johnson	Mobile Devices	Error	Novell GroupWise	TIR Missed: No	0.04
	Application Services	Dustin Crump	Transportation	Low Resolved	TTR Missed: No	0.30
INC000000583740	Boyd Humpherys	Mobile Devices	Error	Novell GroupWise	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000583747	David R Gill	Mobile Devices	Error	Novell GroupWise	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000583752	Lenee Trujillo	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000583758	Clint Tyler	Network	Performance	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000583761	Mike Rymer	Application	Reporting	Project Development Business S	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000583764	Steve Bonner	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000583766	Lynn Worwood	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000583768	Shayla Marquardson	Application	Error	ProjectWise	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000583853	Gregg Evans	Network	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000583915	Michael C Johnson	Remote Connectivity	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low Resolved	TTR Missed: Yes	7.36
INC000000583933	Marva Braun	Application	Password	State Payroll Time Entry System	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Transportation	Low Resolved	TTR Missed: No	0.21
INC000000584001	Michael Romero	None	None	None	TIR Missed: No	0.67
	Application Services	Dustin Crump	Transportation	Low Resolved	TTR Missed: No	4.43
INC000000584041	Tracie Montano	Application	None	Internet Explorer	TIR Missed: No	0.24
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low Resolved	TTR Missed: No	3.57
INC000000584053	Daryl Christensen	Application	Error	Project Development Business S	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000584070	Marva Braun	Application	Error	State Payroll Time Entry System	TIR Missed: Yes	1.01
	Metro C Help Desk	Karen Gross	Transportation	Low Resolved	TTR Missed: No	1.50
INC000000584071	Lee Leclerc	Application	Password	Utah Master Directory	TIR Missed: No	0.20
	Help Desk	James Stearns	Transportation	Low Resolved	TTR Missed: No	0.20

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

INC000000584098	Stan Burns	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000584102	Susan Jensen	Application	Error	electronic Project Management		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000584163	Willie Dinkins	Print/Copy/Scan/Fax	Incident	Microsoft Windows 7		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000584175	LaDonna Haslem	Application	Error	Acrobat Reader		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000584253	W Scott Jones	Application	None	Adobe Acrobat		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000584294	Kelly Burns	Network	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000584324	Shirleen Hancock	Application	None	Microsoft Word		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000584336	Sharon Twitchell	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000584407	Cheri Guertler	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000584438	Kelvin Thacker	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000584440	Tim Ularich	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000584502	Kaylena Pizzo	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Transportation	Low	Resolved	TTR Missed: No	0.29
INC000000584507	Chris Memmott	Application	Error	ProjectWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000584562	Phil North	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Transportation	Low	Resolved	TTR Missed: No	2.73
INC000000584595	Cheri Guertler	None	None	None		TIR Missed: No	0.05
	Metro C West Desktop Support	Hal Wold	Transportation	Low	Resolved	TTR Missed: Yes	8.11
INC000000584623	Nathan McCall	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	2.36
INC000000584696	Judy Romrell	Network	Error	Active Directory		TIR Missed: Yes	1.61
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: No	2.89

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

INC000000584843	Tonia Lou Wall	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000584898	Donna Beagley	Application	Error	electronic Project Management	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000584912	Susan Austin	Application	Password	Novell GroupWise 32-bit Windows	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000584916	Freeman Sam	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000584949	Donna Beagley	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000584985	Travis Garrett	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000584997	Devin Routson	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Cody Flanders	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000585001	Scott Lott	Application	Error	Microsoft Excel	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000585018	Randy Park	Application	None	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000585026	Leslie M Peterson	EIS Hardware	None	None	TIR Missed: No	0.18
	Strategic Communications	Dennis Rogers	Transportation	Low Resolved	TTR Missed: No	2.57
INC000000585072	Liz Olschewski	Mobile Devices	None	Novell GroupWise	TIR Missed: No	0.15
	Application Services	Dustin Crump	Transportation	Low Resolved	TTR Missed: No	0.24
INC000000585075	Joni DeMille	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000585109	Francine Randolph	PC/Laptop	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000585193	Larry Ivie	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000585195	Robert Pelly	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000585242	Jesse Glidden	Application	None	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000585323	Nate Peterson	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low Resolved	TTR Missed: No	0.00

Enterprise Incident Report September 2012

As of 10/1/2012

Transportation

INC000000585363	Nathan McCall	PC/Laptop	Performance	None		TIR Missed: No	0.23
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	5.61
INC000000585384	Moné Wardle	Application	None	Internet Explorer		TIR Missed: No	0.45
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.45
INC000000585512	Anita Grover	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000585528	Tonia Lou Wall	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000585529	Tyson Larson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000585533	Maury Gleave	Print/Copy/Scan/Fax	Incident	Microsoft Windows 7		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000585540	Grant Farnsworth	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000585541	Jared Beard	Application	Password	Microsoft Windows 7		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000585542	Tyson Larson	Network	Password	Active Directory		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000585547	Tracy Kirkham	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000585559	Craig Hamilton	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000585573	Steve Johnson	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00